

Self-Screening = Quicker Referrals *Employers Satisfied with New Procedures*

One goal of our Department (DWS) is to continually improve services to employers and job seekers. One of the procedures implemented to achieve this goal is the use of job boards to refer job seekers to employers in a more expedient manner. Each DWS center has a Job Connection Area equipped with job boards advertising job openings.

Persons who are seeking employment can now look at the job orders posted on the job board and screen and refer themselves to employers. Employers who have been using the self-screening and referral process to recruit employees indicate that they are very satisfied with this new service.

Jobs on the job board are primarily openings which allow

applicants to quickly screen themselves to determine whether or not they have the required knowledge, skills, and abilities as specified on the job order. Most often, the employer wants to hire immediately and the length of employment varies from temporary or seasonal to permanent. The job order includes information on skills, tools, or experience required, the wage rate and hours of work, and the duration of employment. The job order also includes the address for work and/or for the interview as well as a contact person. On a regular basis, Employment Counselors contact employers with job openings posted on the

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Rapid Response Activities

In the last two years, there have been several large, medium and small businesses close or have major layoffs in this region.

Rapid Response (RR) is a service provided by DWS to assist these companies and affected workers, providing such services as WARN (Workers Adjustment and Retraining Notification Act). The WARN notice requires a company to give a 60 day notice of a covered layoff or plant closure. A company is covered by WARN if they have 100 or more employees. Another service is to provide intervention wherever

possible. When DWS is notified in advance of a layoff, the RR Team can provide on-site workshops while workers are still employed. Workshops aimed at identifying resources and skills are targeted to the needs of the company and the workers (i.e., Spanish speaking, assessment testing, resume writing, retraining, etc.). Ten companies have been provided RR activities in this region, assisting over 500 dislocated workers.

For more information about Rapid Response, contact Ann Barnson at (435) 586-5706.

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How are we doing?

By Lecia Parks Langston, Regional Economist

Knowing the state of the local economy can help you make wise business decisions. The Western Region encompasses 11 counties in the central-to-southern area of Western Utah. It starts in Juab County and ends in Washington County.

The most recent data indicates a robust economy in the region overall. To check information on:

- Growth in nonfarm jobs
- Trade, construction and services industries
- Unemployment rates
- Homebuilding rates

just visit our website at www.dws.state.ut.us (click on "Economic Information") or, call Lecia Langston at 674-3821.

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The Power of Partnership

The development of UWORKS is an enlightening example of public/private sector partnerships. The project required leaders from all levels of government to work with private sector software developers at Oracle, to build a one-stop case management system. The project, entitled "UWORKS," has been under development since September 1998.

Driven by massive changes in federal welfare reform, the UWORKS system is designed to link end-users to a central information repository containing almost any type of data they might need. Currently, DWS employment counselors must navigate through multiple systems to provide services formerly delivered by five separate agencies. The new system will simplify things considerably.

"The evolution of the welfare program was focused more on employment," said John Davenport, Information Analyst for DWS. "When Congress passed the Welfare-to-Work Program it provided additional funding for the most needy individuals along with job training; this meant we had to handle multiple functions."

Specifically, UWORKS is a case management system that supports the capturing of data about job seekers, employers, and service providers to support meaningful employment for the job seeker.

Functionally the system tracks the job seeker through such phases as intake, assessment, program eligibility, employment planning, activity funding, job search and placement.

Oracle was chosen because it

We're on the web!

*See this newsletter
and others at:*

<http://north.dws.state.ut.us/empnews.htm>

<http://central.dws.state.ut.us/newsletter/cennewslet.htm>

<http://mountain.dws.state.ut.us/newslet.htm>

<http://east.dws.state.ut.us/newsletter/newslet.htm>

<http://west.dws.state.ut.us/newsletter.htm>

could design and develop a large, multi-task database that contains all of the Workforce Investment Act information and Welfare Reform information in one place.

The overall purpose of the project is to develop an automated job matching and career counseling system that will provide

***UWORKS will provide
automated job matching
and career counseling to
better serve **job seekers**
and **employers** alike.***

accountability, tracking and reporting of all services provided by our Employment Centers (Utah's One Stops) and the Internet (self-service or "No Stop").

The system is being designed to support Utah and other interested states in the delivery of employment and training services. To provide the information the system must have the ability to transfer assets and communicate with other systems. This

means Utah's system has to be available to other states as well as the federal government.

Developing UWORKS was a major undertaking that would not have been possible without successful partnerships that are almost unprecedented in today's highly competitive and regulated climate. "It took a lot of coordination and cooperation with all of the entities involved," stated Paul Peterson, Senior Systems Analyst with DWS. "We worked with the Labor Department, Human Services and the Department of Agriculture, as well as with the various entities in Oracle and America's Job Bank."

The arrival of the completed program is very much anticipated by employment counselors and front line staff. UWORKS will go a long way to reduce stress. "We are excited about the ability to use technology to further the success of our customers," said Robin Parker in the Cedar City Employment Center.

Statewide implementation of UWORKS is scheduled for this month.

New Unemployment Insurance Web Pages for Employers

You need answers. Fast. The answers to most common questions asked about Unemployment Insurance (UI) quarterly wage reporting and tax filing are now available at your fingertips. Last month, the UI Contributions Section quietly introduced new web pages under the Unemployment Insurance heading of our website @ www.dws.state.ut.us.

The website contains instructions, definitions, requirements and forms related to state unemployment tax. Employers and tax professionals can quickly find the answers to such questions as:

- What are the minimum and maximum tax rates?

- How does a new employer establish an account?

- What is the current taxable wage base?

The employers' list of menu items includes UI Employer Registration, UI Tax Rates, Quarterly Reporting, Tax Forms, UI Tax Publications, Employer Appeals, UI Rules, UI Laws and Contact Us!

Response has been positive; one employer called immediately to say that "all the information... needed was there and was very accessible." Information continues to be added to the new web pages, and plans are under way to offer on line transaction of most UI reporting and filing activities by July 2002.

We're in the spotlight...

DWS will host the Interstate Conference of Employment Security Agencies (ICESA) Annual Conference in September. Workforce development representatives from around the nation will enjoy a reception and dinner at the Olympic Sports Park, entertainment by the USA ski-jumping team, a tour of the LDS Visitor's Center, and a performance by the world-famous Mormon Tabernacle Choir. The conference will be held at the Little America Hotel. For more information, contact Tracey Leetham at (801) 526-9204.



it's only a myth...

Myth #4:

Workforce Services has only low skilled or entry level applicants.

Reality:

Recent data shows a year-to-date total of 55,971 applicants registered for services at our Employment Centers. Those applicants represent the full spectrum of professional and non-professional skill levels.

During that same time period there were over 49,706 job openings received as well as 3,746 first-time employers served.

Watch for more myths in upcoming editions.

Kudos...

"Thanks for taking a little stress off a small business person...I was doubly impressed with your added effort to put me at ease and answer my [UI tax] questions. This level of service is not experienced every day in government or in business. I hope you will share this letter...to indicate my appreciation for your professional proficiency."

*H. Gray Otis
Heritage Hardwood Floors
American Fork*

"I have never seen an employment agency that has worked so hard to help with recruitment."

*Darin, Manager
New Winger's in Tooele*

"Thank you for hosting the Taylorsville City and DWS Job Fair. The feedback received has been very positive. All 16 employers were very impressed with the customer service and quality of your staff...and have requested we do this again."

*Bruce Wasden
Taylorsville City Council Member*

"I would like to thank you and your staff for your assistance with our study on One-Stop Career Centers...The staff at the Metro, So. County, Provo North, Kanab and St. George centers were very helpful and attentive."

*Gale Harris
U.S. General Accounting Office*

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Western Region

Self-Screening

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job boards to determine if they have been contacted by job seekers and if they have hired anyone. If the employer has hired an applicant, they will be asked to provide the name and social security number of the person(s) hired. At any time, the employer can modify job order or change the referral and screening process.

Employers who have used the self screening and quick referral process are requesting that their more permanent job openings be placed on the job boards because of the quick response time. However, not all job orders are placed on the job

boards. Jobs that require specific knowledge, skills, experience, and education will not be placed on the job boards unless the employer requests it. Job seekers who wish to apply for these jobs need to be screened by an Employment Counselor, who will determine if the job seeker has the knowledge, skills, and abilities to perform the job. This new procedure has given Employment Counselors more time to interview qualified job seekers for referral to jobs not posted on the job boards. Also, they can spend time working with job seekers who need to update their skills or enroll in training programs offered by DWS, which will enable them to fill more specialized jobs.

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